



Quarantine and Isolation Medical Shelter
Standard Operation Procedure

SOP No: MS-116
Date: 05/06/2020

Standard Operating Procedure Mental Health Resources for Staff

Subject: Mental Health Resources for Staff

1. Introduction

The uncertainties surrounding COVID-19, the requirements of a medical shelter assignment, and a combination of other factors can lead to increased stress, anxiety, and other effects. Free and confidential resources are available for Los Angeles County employees and residents to access mental health support and assistance.

Employees can access these services anytime and all information/discussions will be kept completely confidential. Information about these resources should be shared with all staff and posted at each medical shelter site where it can be easily seen by all.

2. Resources

- **Los Angeles County Employee Assistance Program (brochure attached):**
213-738-4200
- **Los Angeles County Mental Health 24/7 ACCESS Line:** 800-854-7771
- **National Suicide Prevention Hotline:** 800-273-8255

3. References

LA County Employee Assistance Program Brochure

EAP for Managers and Supervisors

Through our group trainings and individual consultations, we'll help you bring out the best in yourself and your team.

Group Support

We host professional training sessions for Department teams covering topics such as:

- Managing stress and emotions
- Communicating effectively
- Building work relationships
- Dealing with grief and loss
- Coping with job changes
- ... And more

Keep in mind: Trainings must be requested by Department representatives, and most sessions require a minimum of 10 participants.

Individual Consultation Services

We also offer consultation opportunities for managers and supervisors. Our clinicians can help you address:

- Declining employee performance
- Attendance issues
- Resolving morale
- Interpersonal concerns
- ... And more

Specific trainings are also available to managers and supervisors, including:

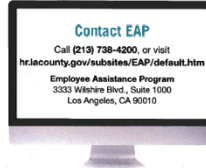
- Reasonable Suspicion/Drug-Free Workplace Policy
- Department of Transportation (DOT) Rules and Regulations for Safety-Sensitive Employees

Contact us to schedule a group training or an individual consultation.

About Us

Here at EAP, we help make the County an excellent place to work. Our program is designed to:

- **Maintain** a productive and effective workforce
- **Support** employees and their families through free, confidential counseling services
- **Encourage** employees to do their best, on and off the job
- **Train** employees in order to boost their performance and professional growth



County of Los Angeles
Department of Human Resources

Employee Assistance Program (EAP)

Because you matter



DHR
Department of Human Resources
County of Los Angeles

A Helping Hand

Everyday life can move fast, and sometimes we need a little help staying on track. If you're facing difficult emotions or tackling a tough situation, we're here to support you.

The Employee Assistance Program (EAP) offers free, confidential counseling services designed to put you first. Simply give us a call to schedule an appointment with one of our licensed professionals.

We're Here for You

In 1981, the County of Los Angeles Board of Supervisors launched the Employee Assistance Program (EAP). Since then, EAP has been devoted to enriching the lives of our employees and their families.



Why Choose Us

Our licensed professionals offer counseling and referral services at no cost to you. You and your dependents can attend up to three in-person sessions every six months.

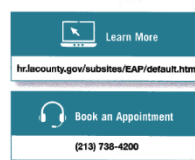
If you need services outside of EAP's scope, we'll refer you to other resources. In many cases, we'll recommend services provided by your health plan.

How We Can Help

We specialize in a range of emotional health topics, including:

- Stress management
- Improving relationships
- Grief and bereavement
- Addiction
- Mental well-being
- Family and/or interpersonal conflicts
- Professional development
- ... And more

Get in Touch



Appointments are available at Los Angeles, Sylmar and El Monte locations.

We Keep It Confidential

Your privacy matters. EAP records are kept securely in our office, and they're not available to others. No one will know you called or attended a counseling session, unless you disclose this information to others.

Attending Your First Counseling Session?

For your first visit to EAP, you can use "County time" or personal time. If you use County time, you must inform your supervisor before your appointment; you do not have to disclose the purpose of your appointment.

